Volunteer Role Description

1.	ROLE TITLE:	Catering Volunteer
	REPORTS TO:	Head Chef/Catering Team Lead
	DEPARTMENT:	Catering
	PLACE OF WORK:	Dove House Hospice
	VERSION DATE:	May 2026
	REVIEW DATE:	May 2028

2. VISION:

Dove House Hospice supports patients with life limiting illnesses to live every moment. Our vision is to provide an environment that enables exceptional, specialist care for patients, carers and their families. Every volunteer plays an essential role in making this vision a reality for those living in Hull and the East Riding of Yorkshire who rely on us for compassionate, person centred support.

3. ROLE PURPOSE:

Catering Volunteers play a vital role in supporting the delivery of food services across Dove House Hospice. Working alongside the catering team, volunteers help provide a welcoming, efficient and high quality service to patients, families, staff and visitors.

This is an overarching role which supports a range of catering environments, including The Kitchen café, internal meal service and fundraising events such as car boot sales. Volunteers help ensure food is prepared, presented and served in a safe, friendly and professional manner.

4. MAIN RESPONSIBILITIES:

Food Preparation & Kitchen Support

- Assist with basic food preparation tasks under the direction of the catering team.
- Support the Head Chef and kitchen staff with general kitchen duties.
- Help maintain a clean, organised and well-stocked kitchen environment.

Serving & Customer Support

- Serve customers in The Kitchen café in a friendly and welcoming manner.
- Support the service of meals to patients and staff within the hospice.
- Assist with serving on the staff counter where required.
- Provide a positive experience for all visitors, responding to queries or directing appropriately.

Cleaning & Hygiene

- Undertake pot washing and general cleaning tasks as directed.
- Ensure all work areas are kept clean, tidy and compliant with food hygiene standards.
- Support end of shift cleaning and tidying of kitchen and service areas.

Events & Fundraising Support

- Assist with catering support at car boot sales and other fundraising events.
- Help with preparation, serving and pack down at events.
- Contribute to creating a welcoming and efficient environment for visitors.

5.	**PROFESSIONAL PRACTISE AND CONDUCT:** • Represent Dove House Hospice in a professional, friendly and respectful manner at all times. • Follow direction from the Head Chef and catering team members. • Maintain high standards of hygiene, safety and food handling at all times. • Work in line with Dove House policies and procedures. • Participate in any relevant training required for the role. • Maintain confidentiality and respect for patients, families, staff and volunteers.	
6.	**PERSONAL QUALITIES AND SKILLS:** **No formal catering experience is required, full support and guidance will be provided.** **We are looking for volunteers who are:** • Friendly, approachable and reliable. • Able to work as part of a team. • Willing to take direction and follow guidance. • Comfortable working in a busy, practical environment. • Positive and helpful in their approach. • Committed to maintaining high standards of cleanliness and care.	
7.	**HEALTH, SAFETY AND WELLBEING:** • Adhere to all food hygiene and health & safety requirements. • Report any concerns, incidents or hazards promptly. • Wear appropriate protective clothing as required. • Attend any mandatory training relevant to the role. • Seek support from staff if unsure or needing guidance.	
7.	**AGREED BY VOLUNTEER:**	Print Name: Signed: Date: